GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1102
ANSWERED ON:02.03.2016
Telecom Operators
Sawant Shri Arvind Ganpat

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has imposed penalty on the telecom operators for non-compliance of guidelines pertaining to verification of subscribers in the country;

(b) if so, the details thereof along with the names of such operators during the current financial year;

(c) whether such operators have paid penalty to the Government;

(d) if so, details thereof, company-wise;

(e) whether the Government proposes to impose penalty on those telecom operators also who are not providing quality telecom services in the country; and

(f) if so, the details thereof?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) & (b) Yes Madam, Telecom Enforcement, Resource & Monitoring (TERM) Cells carry out sample verification of Customer Acquisition Form (CAF) and related documents of the acquired customers, by all TSPs, which brings out non-compliant cases where DoT guidelines pertaining to verification of subscribers were violated by TSPs in acquiring the customer. For such non-compliant cases, TERM Cells impose applicable financial penalties on erring TSPs as per the guidelines issued from time to time.

The details of total financial penalty imposed on different TSPs for violation of CAF verification norms during current financial year 2015-16 (i.e. from 01.04.2015 till 31.12.2015), TSP wise, are enclosed at Annexure-I.

(c) & (d) Yes. The details of total financial penalty recovered from different TSPs for violation of CAF verification norms during current financial year (i.e. 01.04.2015 till 31.12.2015), TSP wise, are enclosed at Annexure-II.

(e) & (f) Telecom Regulatory Authority of India (TRAI) has laid down Quality of Service (QoS) benchmarks for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service through "The Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009" issued on 20th March, 2009. As per these regulations, TRAI has been monitoring the performance of service providers, against the QoS benchmarks for the various parameters through Quarterly Performance Monitoring Reports. Wherever the quality of service benchmarks are not met, TRAI has also been imposing financial disincentives on service providers for failure to comply with the benchmarks, in accordance with the provisions of the regulations.

To create further deterrent against consecutive non-compliance with the benchmarks, TRAI had recently notified "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Fourth Amendment) Regulations, 2015" on 15th October 2015, providing for increased Financial Disincentives in such cases. The penalties amounting to Rs. 10,70,35,000/- (Rupees Ten Crores, Seventy Lakhs and Thirty five thousand only) has been imposed so far on defaulting service providers for not meeting the QoS benchmarks.

Annexure I

<pre>
S.No. Name of Telecom Service Provider (TSP) Total Sum of Financial Graded Penalty imposed (in Rs.) during current financial Year 2015-16 (i.e. from 01.04.2015 till 31.12.2015)
1 AIRCEL 17,03,75,899
2 ALLIANZ/ETISALAT 1,97,630
3 BAL/BHL/AIRTEL 38,70,60,409
4 BSNL 73,76,55,823
5 IDEA/ABTL 41,76,38,247
6 MTNL 21,05,000
7 QTL(HFCL) 15,89,17,000
8 RELIANCE 40,20,76,804
9 SSTL 33,47,918
10 STL 0
11 TATA 43,73,19,577
12 UNINOR/TELENOR 1,44,30,373
13 VODAFONE 50,25,12,091
14 VIDEOCON 19,89,184
Grand Total 323,56,25,955

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Annexure II
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S.No. Name of Telecom Service Provider (TSP) Total Sum of Financial Graded Penalty recovered (in Rs.) during current financial Year 2015-16 (i.e. from 01.04.2015 till 31.12.2015)
1 AIRCEL 7,95,78,899
2 ALLIANZ/ETISALAT 0
3 BAL/BHL/AIRTEL 9,73,82,409
4 BSNL 2,87,98,199
5 IDEA/ABTL 11,84,59,247
6 MTNL 3,33,000
7 QTL(HFCL) 46,92,000
8 RELIANCE 5,44,35,412
9 SSTL 34,89,918
10 STL 0
11 TATA 3,57,59,577
12 UNINOR/TELENOR 1,44,39,373
13 VODAFONE 18,16,36,483
14 VIDEOCON 25,58,184
Grand Total 62,15,62,701
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